

Clyde Kersey

State Representative • District 43



June, 2000

Dear Friend,

How often have you looked forward to a nice quiet evening at home, only to have it interrupted more times than you can count by someone wanting to sell you something?

I believe that telephone solicitation has gotten out of hand. To combat this growing problem, the Indiana General Assembly has enacted several pieces of legislation designed to protect consumers and to regulate telemarketers.

This postcard highlights Indiana and federal laws dealing with telemarketers. I have also included some steps you can take to cut down on the solicitation calls you may receive

Please do not hesitate to contact my office at 1-800-382-9842 if you have questions or concerns about telemarketing or any other area of state government.

Sincerely,

Facts about telephone solicitation

When you receive a call from a business you do not want solicitation calls from, you can clearly state that you do not wish to be called by that company. Businesses are required by federal law to maintain a do-not-call list for residential customers. Remember, you must make a "do-not-call" request for each business that calls your home.

Federal law prohibits solicitation calls to your home before 8 a.m. or after 9 p.m. (local time).

To place your name on the federal "do not call" list write to:

**Telephone Preference Service,
DMA**

**P.O. Box 9014
Farmingdale, NY 11735-9014**

If you feel a company is violating these laws, do not hesitate to contact the attorney general's consumer protection line at 1-800-382-5516.

Indiana General Assembly enacts legislation protecting consumers



Stopping “slamming” & “cramming” -- We enacted legislation in both 1998 and 1999 prohibiting the unauthorized switching of telecommunications providers or the billing of unauthorized services -- known as “slamming” and “cramming.” Laws now provide penalties for violators through the Indiana Utility Regulatory Commission (IURC) and the Attorney General’s office.

Telephone solicitation -- Another law requires professional solicitors to state the name of the company and the phone number and address of the location from which the call is being made at the beginning of the call.

Professional fundraisers are required to provide information to the attorney general’s office regarding the total amount of solicitations raised and the percentage of those solicitations actually received by the charitable organizations. The law also prohibits telephone solicitors from intentionally blocking Caller ID.

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